



The Human Touch

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Number 5, 2001

TOGETHER WE MAKE A DIFFERENCE



From Robin's Pen

We All Helped Each Other Out

September 11th impacted all of us personally and in our work. Most of us were able to talk it out with friends and colleagues. Processing the tragedy was a little harder for some people who have disabilities.

One of our employees, Merrilee Bowcutt, noticed that some people with disabilities were in crisis. Merrilee and her supervisor, Sid Clayton, talked it over and realized that while most people were talking out their fears, these consumers were not. They were just as devastated as everyone else but hadn't had an opportunity to talk about it.

So Merrilee and Phil Royall, a social work intern, decided to start some group sessions at the Work Activity Centers one week after September 11th.

Sid told me that many of the issues were similar to those children experienced. Just as children thought the twin towers were crashing over and over again every time they saw it on TV, so did our consumers. Nearly everyone's behavior changed, some in more drastic ways than others.

Merrilee and Phil found that the groups worked great as long as at least one person was somewhat verbal. The others could understand and

would at least make the motions of a plane crashing to show their frustration.

Merrilee and Phil get the groups moving by asking questions, providing structure to the consumers, giving them assignments. One day they asked them to "do something good for the week." Another day they asked them to watch the news and pick out something positive that was happening. They also brought in a globe so people could see how far away New York was and they used photos from magazines and newspapers to explain what was happening. And they wrote people's feelings on white boards. One consumer even started using the board herself to calm down.

Merrilee said she wants to keep the groups going and expand them to Columbus Community Center. She'd also like your help. If you have ideas about activities that will work in groups she'd love to hear from you. Just e-mail her at MBOWCUTT@hs.state.ut.us.

I'm really proud of Merrilee and Phil who exemplify the spirit I've seen in many of you. When someone is in crisis, you notice, and you also help them work it out.

We're moving ahead to the Olympics now. It should be an incredible adventure. But I'm sure all of us are also somewhat fearful. Let's do our best to help each other out as we move on toward the games. As you always do, notice how your colleagues are doing and help them when they're having a tough time. Have a wonderful holiday season and then we'll move on to the February Games.



Abel's In Mental Health

By Carol Sisco
DHS Public Information

Abel Ortiz is probably best known as the child welfare projects director in the Division of Child and Family Services. But he wears many hats: attorney, licensed clinical social worker, administrator, soccer coach.

Ortiz, recently named associate director in Mental Health, started as a youth counselor at the Esperanza group home while studying social work at Weber State College. He also worked for Weber County's substance abuse program while in graduate school at the University of Utah.

The common thread has been working with and for children. The goal has always been to improve children's lives whether it's coaching a soccer team in his hometown of Layton or being responsible for children's services in mental health.

Ortiz hoped to focus on system changes within DCFS but found he rarely could because he was so involved in child protective services, the division's database and working on various policies. He also missed using his clinical skills.

"There's a chance to do more systems change work in mental health and I'll be using my clinical skills," he said. "It's also a chance to expand children's mental health services. As much as possible we want to keep kids out of out-of-home care and provide them with more community supports."

Ortiz earned bachelors and masters of arts degrees in social work and is a licensed clinical social worker. He worked for Weber County's substance abuse program as a therapist and later as a community mental health therapist while completing his clinical hours.

Then he got a chance to attend law school at Drake University in Iowa.

"I wasn't interested in a traditional lawyer's position," Ortiz said. "About four months before I was going to take the Utah Bar, I needed a job. I looked at the state register and there was an announcement for a supervisor at the Holladay DCFS office."

Eight months later Ortiz was an associate regional director in the Salt Lake area and soon became regional director.



Abel Ortiz

Two years later his boss nominated him for a Casey Foundation Fellowship.

"It was one of the coolest things that ever happened. I learned a lot about myself," he said. Just 10 of 80 nominees were selected.

Once chosen, each fellow picked 14 people to receive a questionnaire on their strengths and weaknesses. They could be people who worked for you, peers, bosses, individuals from the community and friends.

So, besides working on child welfare issues, learning how private, non-profit groups interface with state systems and studying juvenile court wraparound services that look at entire families, Ortiz learned what he did well and what he needed to fix if he wanted to become a better leader.

"They said I tended to make up my mind too quickly, that I was too impatient with process," he recalled. "They also said I was too introverted."

Ortiz had a year to focus on learning.

"They'd bring us breakfast and lunch, even the money to go home and visit family," he recalled. "It was a year of not worrying about anything except learning."

When he got back to Utah, Ortiz hoped to focus on what was missing in the DCFS system and to improve general service delivery. Some of that happened but he primarily worked with legislators, wrote policy and worked with child protective services.

Now, he's focusing all those skills upon his new job.

Margaret Dunn: Still Working at 80

By Kelly Powers, DCFS

If you've ever come into the Holladay DCFS & Adult Protective Services office feeling rushed and stressed out, remember how nice it was to be greeted by the lovely lady behind the front desk? Always helpful...always kind...always patient... that's Margaret Dunn.



Margaret Dunn

Whether the person coming in is a hurried caseworker, an important dignitary or a hostile client demanding to see their worker, Margaret gives each one her full attention. She calms the angry and assists the lost.

Margaret is a very important member of Salt Lake Valley Region's administrative team. It has been said that you can have great administrators, brilliant staff, wonderful programs and beautiful buildings; but if you fail to put your best folks at your front desk, the public will not see all the other features. We are most fortunate to have Margaret "out front" in the Holladay office.

Margaret celebrated her 80th birthday Nov. 5, and may just be the oldest employee at Human Services. Those of us who work with her every day are humbled by her grace.

As we sat stunned three months ago with the news of our country under attack, a few people remembered the last time our country was attacked - the bombing of Pearl Harbor. Margaret, who was 20 years old, remembers how Americans rallied together then as we are today; people pulled together and life went on.

Margaret married and raised three beautiful daughters: Betty Jo, Nancy and Susan. She has eight grandchildren and six great-grandchildren. Her daughters want her to know they appreciate

her hard work and support she gave them, even though she didn't always agree with the decisions they made.

Margaret gives everyone strength. She encourages all who know her with her cheerful outlook on life. Whether it is a crisis in the nation or in your own life, she knows the right words to say, and often remember others with small gifts or cards. Margaret has a wonderful sense of humor, loves a good joke and can tell some wonderful stories about Salt Lake in the "old days."

Congratulations, Margaret, on your 80 birthday. You are well loved.

Root Beer Sales Help Kids

PROVO – Root beer floats were sold to employees so that youngsters living in the Slate Canyon youth corrections facility here could donate \$75 to needy Afghan children.

Residents of Slate Canyon's Summit Group, which houses boys between 14 and 18 years old, got concerned after watching Sept. 11 events on the news. They wanted to help, but since they're incarcerated their options were limited.

Sixteen youth wanted to send money as soon as they heard President George Bush asking every American child to send \$1 to the Afghan children's relief fund. First they wanted to ask their parents for funds. But as many of the parents are financially strapped, staffers told them not to.

Next they asked staff to donate, according to Supervisor Annette Adams. Employees had already made their own donations.

"We told them they needed to find a way to earn the money to donate," Adams said. "Their question was how they could possibly earn money in a secure facility."

They found a solution by selling root beer floats to the staff for \$1 each. All proceeds went to the relief fund.

"These youth worked hard soliciting business," Adams said. Hopefully, this experience of reaching out to children in another country, of another culture and of another religion will stay with them for the rest of their lives. I know the effort they put in to earning their donation will always remain a part of me."

375 Learn Ways to Help Troubled Children Thrive

By Carol Miller, DCFS

Recently, I had one of the best opportunities of my career attending the three-day Child Welfare Institute held by the Division of Child and Family Services. I was asked to cover the event and write an article about my experiences there. I originally planned to attend various workshops, then choose the most significant one and write about it. However, I quickly found this was not going to be a simple task. I attended five workshops and was impressed and moved by each and every one of them.

Professionals from around the nation conducted the workshops. There were approximately 375 participants, including foster parents, adoptive parents, social workers, community partners and administrators. It felt like every person had one purpose in mind—to learn best practice methods for helping struggling children and families. What a wonderful group of people! I'd like to share my experiences with you.

My first morning began with a workshop about a new method for serving families with substance abuse issues, entitled Multi-Systemic Therapy (MST). It is a partnership effort developed in Denver for helping delinquent youth and their families. Many aspects are similar to our practice model, including engaging families and intervening at levels family members can understand, using community-based supports, developing strengths and needs assessments and understanding that service delivery must be flexible and accessible.

Families are included in their treatment planning, and agencies are held accountable for the outcomes of families served. And since this is an outcomes-based model, follow-up with clients is essential, so satisfaction surveys are done regularly. This approach and success have inspired hope in effectively helping families with such challenges.

Next I went to the presentation given by Anna Simmerman and Susan Manning from Iowa. Many of you may be familiar with Anna's story as it was documented in a 1994 made-for-TV movie entitled,

"Best Interest of the Children." Susan was Anna's second caseworker and now travels with her to share their story about what happened to the family.

Both women also appeared in a 60 Minutes segment when Anna's mom was fighting to regain custody of her children and the foster parents were battling to adopt them. Anna and her siblings were taken out of this foster home and eventually adopted by an aunt and uncle. Anna is now a mother of three and has custody of her youngest brother. When Anna was asked what the key to her resiliency was through all her hardships, she replied "Just knowing someone loves you." She emphasized that it is important to the child for foster parents to always be there and be supportive and, when possible, for them to establish a relationship with the biological parents.

Day two arrived. Curiosity got the best of me when I saw the presenter for the Ethics in Social Service Interventions workshop was Anne Sherry, a child welfare activist with JEDI Women. Anne also is an Adjunct Professor, Psychology/Social Science, at Salt Lake Community College, but it was the "JEDI Women" connection that caught my attention.

I must admit I was only familiar with JEDI Women by reading about the organization in newspaper articles, and my interpretation of them was that of a "radical" activist group. Wow, was I in for a surprise! Anne was not what I expected. She was very articulate and open-minded. She explained her role in relationship to JEDI Women in that she deals mostly with families whose cash benefits have run out, and she assured us that JEDI Women is an organization that is trying to help families just as we are.

She then taught from the Human Service Administration Code of Ethics book (available at the University of Utah—PLEASE get yourself a copy if you don't already have one) and talked about things such as informed consent, cultural competence, conflicts of interest and ethical responsibilities as professionals. When addressing countertransference issues she said to ask yourself

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Children . . .

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one key question, “Do I judge their behavior?” I suddenly realized I had judged her because of my misguided understanding of the group she affiliates with. It was a real eye opener.

Next I had the privilege of hearing Terry Harrack talk about what it was like to be a foster child who aged out of the system. On Terry’s 18th birthday, she was made homeless, as the state in which she lived had no services available for foster children once they reached “adulthood.” Terry said that the concept of “independent living” is a setup for false hopes as independence grows as people grow. It is important to help young adults learn how to see their options and make short- and long-term goals.

She stressed that caseworkers should involve young people in all decisions and let them feel in control of their lives as much as possible. Terry is now 22 and works for the National Network for Youth in Washington, D.C. She also would like to let foster children know about the Foster Club (visit them on-line at www.fosterclub.com) that has many resources for young adults. She is truly an inspirational young woman.

On Wednesday morning, our awards banquet was held. A panel of five caseworkers was asked to tell their experiences in learning and applying the skills of the practice model. All of these caseworkers told of successes and struggles, but showed overwhelming support of our practice model. DCFS Director Richard Anderson then gave a very motivating speech and asked one thing of our staff: Be **BOLD** and tell people how you care about your work. We are our best advocates.

Awards were then given to regional Practice Model Champions; the Marty Palmer Award for Excellence in Child Welfare Education was given to all practice model facilitators and mental health collaborators; the Community Partner award was given to Kit Hansen, Foster Parent Association president; and Lifetime Achievement Awards were presented to three outstanding employees: Irl Carlson and Clair Nielson from Western Region and Rose Miller from Eastern Region. Special

recognition was given to Deena Ott and Kathy Trout for their partnership efforts with the community and to our State Training Assistant, Marlene Goodrich, for her hard work in bringing the Institute together.

And lastly, I went to the workshop on the Frontiers Project. This is a federal grant program that the Division of Mental Health was awarded, which began in Southwest Region. It has been very successful there and is now expanding to the Four Corners area. The hope is that Mental Health and Child and Family Services can work together statewide to create single plans for multi-system youth and their families. The challenge is that each agency has its own “culture” and mission statement. The vision is to share a set of core values and have the same core training. We begin this process by utilizing our Local Interagency Councils. This is very promising and fits directly with our practice model.

In closing, I hope to get this assignment again next year. It was truly a meaningful experience that I hope all of you can take advantage of in the future.

Sent Items Missing? Here’s the Solution Tech Tip By Janice DeVore

Have you ever accidentally deleted your Sent Items Folder in GroupWise? Here’s an easy way to create the folder.

1. Click on **File, New, Folder**.
2. Click the option button for **Find results folder**.
3. Click the option button for **Predefined find results folder**.
4. Click on the **Sent Items folder**
5. Click **Next**.
6. **Sent Items** should already be displayed for the folder name. If not automatically displayed, type in **Sent Items** for the folder name.
7. Click once on the **Left** button, then continue to click on the **Up** button to move the Sent Items folder below the Mailbox folder.
8. Click the **Finish** button.

Police Get Bears for Kids

By Linda Campbell, Youth Corrections

All kids like teddy bears. But hugging a bear is even more important to a child victimized by domestic violence or other crimes. Teens in two Youth Corrections programs decided to help out by making bears and giving them to American Fork Police.



Chief Terry Fox

Getting troubled youth to “give back” to the community is one of the main goals in Youth Corrections, since it helps them realize they need to make a contribution to society.

Teens from the Observation and Assessment unit in Springville and the Lightning Peak Explorer Scout post spent several months making the bears. The O&A youth cut out and stuffed bears. The Explorers also cut out bear patterns. Wonderful volunteers sewed the bears.

On Oct. 5 we met with American Fork Police Chief Terry V. Fox at the American Fork Wal-Mart store and presented him with the teddy bears. Amanda Sainsbury from Lightning Peak and Linda Campbell presented the bears to the chief, and also presented a plaque to Wal-Mart.

Chief Fox was so thankful to receive them. He asked us to please express to the youth what a great service they have done. He stressed how soothing it is to give a teddy bear to a young child when they are in crisis, and how it seems to calm them down and make a bad situation better. He divided the bears among officers in the area to be given out when needed.

Wal-Mart contributed to this project by helping Youth Corrections with their Make A Difference Day project.

We all hope the bears will be a source of joy to those who receive them.

Fences Protect Plants, Beetles

By Chris Roach, Youth Corrections

When the call for help comes, the Division of Youth Corrections comes to the rescue. Wildland fires that occurred in Utah last summer exhausted most State and Federal employee resources and the Bureau of Land Management really needed workers.

BLM needed three miles of buck and rail fence built through the rugged terrain of Coral Pink Sand Dunes near Kanab. Fences were needed to protect delicate plant and insect life unique to Southern Utah, including Welsh’s milkweed, found only in the Kane County area, and the Coral Pink Sand Dune Tiger Beetle, found only in the Coral Pink Sand Dunes.

Eric Stucki, Coral Pink Sand Dunes State Park, knew about Genesis Youth Center because of our work with the nearby Best Friends Animal Sanctuary. BLM, GYC and the State Park consulted together about project details, and GYC accepted the challenge. BLM provided resources for GYC to accomplish the task. Due to other summer commitments, GYC could not complete the task alone. The Salt Lake Observation and Assessment’s restitution program responded to the call, and soon joined us to build the fence.

The entire project took some major coordinating between GYC and O&A. It required three work crews to travel down to Southern Utah at different times, each working a Monday through Friday shift. GYC sent two groups to cover the first and third weeks and O&A sent one group to cover the second week.

GYC sent the Upper North section, youth that are in DYU custody, and the Lower North section, our newly-formed female unit. Salt Lake O&A sent all male youth in their program at the time. Throughout the duration of the project, shuttles brought in fresh employees and returned others who had worked their required shifts.

The fence was completed on time and under budget and was a huge success. Thanks go out to all residents and employees who participated in the project, and a special thanks to those who planned and coordinated the entire project.

Get Your Olympics Questions Answered Here

By Dave Kreifeldt
Administrative Support

“Will our building be open?” “How do I get to work?” “Where do I park?” “Can I get time off to volunteer, attend events, or leave town?” “What activities can I enjoy while the Olympics are in town?”

These are just a few of the many questions employees are asking as the Olympic Games approach. The Olympics, Feb. 8-24, and the Paralympics, March 7-16, include major events from Ogden to Park City and Heber to Provo and all parts in between. They’ll be like nothing else we’ve ever experienced in Utah. It will be an incredible opportunity to show off our cities and state to the world.

The bottom line is that all DHS offices will be open while the Games are here. Work hours will be adjusted for some people, but we will continue to provide all services. Some activities held in the administration building, such as board meetings and training, may be moved to other locations. Telecommuting and other alternative work schedules may be implemented for some employees.

Getting to and from work, especially in cities where major Olympic activities occur, will be a challenge. Even doing fieldwork and home visits will take careful planning. It will take longer to get some places, but it will be possible to get there. We’ll just need to have patience, and plan well ahead.

Because of the Medals Plaza and other activities in downtown Salt Lake City, for example, the best way to get to the administration building will be from the north, using the 600 North exit from I-15. People traveling from the east side of the valley should plan on taking I-80 to I-15 rather than using familiar side streets. Traffic information for the Salt Lake Valley is available at <http://utahcommuterlink.com>.

Public transportation, including UTA buses and TRAX, is the best way to travel. UTA is bringing in

additional train cars and several hundred buses to handle the load. TRAX trains will have four cars instead of the usual three during peak times, and will run every seven to eight minutes. Buses will follow their normal routes and schedules for the most part. You can get the latest schedule information by calling 888-RIDE-UTA (888-743-3882), or checking their Web site at <http://rideuta.com>.

Parking for Administration Building visitors will be limited to spaces on top of the north parking ramp. Parking won’t be allowed on 200 West from North Temple to 300 North to accommodate an additional lane of traffic. Employees in the administration building who normally parked in the lot south of Dee’s are now parking in the LDS Church lot on the northwest corner of West Temple and North Temple. The west two-tiered parking lot will be available to employees from 5:30 a.m. to 5:30 p.m. The parking ramp directly north of the building will be for the exclusive use of administration building employees and visitors throughout the Games period.

Employees wishing to participate in the Games as volunteers or spectators should read the State’s Olympic/Paralympic Volunteer Policy for State of Utah Employees, dated Sept. 13, on the Department of Human Resources website. The policy states that annual leave, compensatory time and converted sick leave may be used with supervisory approval. The same is true for those wishing to leave the area during this time.

There are going to be lots of activities for all to participate in during the Games. Salt Lake City, Ogden, Park City, Heber, Provo and many others will all have free events. Just keep an eye on your local newspapers, radio and television stations for details as the time approaches. It will be a once-in-a-lifetime experience!

Happy Holidays

A Healthier You 2002

By **B.J. VanRoosendaal**

A number of Human Services Department employees suggested our current Healthier You 2002 profile because “just observing him exercising in the heat this past summer was an inspiration to me.” His immediate work group also wanted him recognized because he’s been inspiring them for years.

Who is our mystery man? None other than Richard (Rich) Sallstrom, DHS Fiscal Audit Director who started running 32 years ago at age 13.

Sallstrom’s typical weekly exercise program includes running about an hour a day, five days a week, or about eight miles a day. “He has even been known to run to work from



his home in West Bountiful,” said co-worker Monica Fisher. Sallstrom is frequently seen running on the grass median between traffic lanes on 200 West by the DHS administration building in Salt Lake City. So, he doesn’t need a fancy gym to maintain his enviable fitness level.

“Every day right after I am finished running is the high point of my day. So in a very real sense my highest points come often,” Sallstrom said when asked about fitness high points. From a competitive standpoint, Rich said his highest point came in high school “when my grandfather was able to watch me win some races in track.”

Conversely, the path to fitness hasn’t always been smooth. Sallstrom’s lowest point was in college when “I was doing some exercises to strengthen my stomach muscles and I hurt my lower back. At that point I found out that one leg was longer than the other. I couldn’t run for about three months and it was difficult not knowing if I could ever run again without pain.”

Distance runner Jim Ryan was Sallstrom’s fitness role model as he grew up.

“Everybody has something they are good at, and I found out for me it was running,” Sallstrom said. “In my junior high and high school days my running gave me confidence in everything else I did. I figured if I was good at running, I could be good at other things as well.”

Can we learn some tricks from Rich about how to squeeze fitness into our busy lives?

“I decided that running was important to me so I would try to fit it in my schedule,” he explained. “Some days I am in meetings all day and it is difficult to fit it in. When this happens, I usually get up earlier in the day to run, or run after the meetings are over. I think everyone should find a way to fit exercise into their schedule. My understanding is that walking is as good as anything and almost anyone can do that.”

Also, when asked how exercise has helped him, Sallstrom said: “I can’t begin to say how much running has helped me in everything I do. I have so much more energy, and I believe that I can think better and concentrate better.”

Sallstrom said some favorite activities he would like to engage in more often are “being out in the mountains, traveling to new places or just enjoying nature.” But from the little we learned about Rich, he may be running in the mountains, running in new places and enjoying nature while he does it. Thanks for the inspiration Rich.

The Human Touch

Published by Utah Department of Human Services

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